

Clayton State University

2000 Clayton State Boulevard, Morrow, GA 30260

Execution Comments



Hello,

This report contains targeted execution-related comments from your employees about what they love, as well as what they would like to see improved, at Clayton State University.

This is your employees' opportunity to let you know what working at Clayton State University is really like. Think of it like your internal customer review.

We have attributed each comment to the department the employee is from if there were at least 12 responders from that department.

Execution

- *Communication up*
- *Execution*



What impresses you most about senior managers at Clayton State University?



They make every attempt to involve all parties in decision making that affects the entire campus. They are also transparent about decision-making.

- Academic Affairs



They seem to know me when they talk to me. Even the president of the university stops to talk when he is in our building, very strong.



The people, technology, the beautiful surroundings.



Their willingness to help and go beyond and above.

- Academic Affairs



They are helpful and response in a timely manner.



As a graduate student I am impress most by the accessibility of senior management.

- Student Affairs



Senior managers seem competent.

- Student Affairs



Their professionalism and ability to see the big picture for the faculty and students.

- Academic Affairs



Some are good listeners and encouragers, you have an opportunity to express your own ideas.

- Academic Affairs

What impresses you most about senior managers at Clayton State University? (continued)



I am most impressed with the current administration because they bring a personal touch to their work. The president and provost genuinely care about the students and staff and make a real effort to make that known. They also have a vision for the future of the University and provide the leadership needed to get there.

- Academic Affairs



What impresses me most about the senior managers in our department, is that (1) We have an open door policy with our supervisors.
(2) They are willing to listen to the concerns that may arise.
(#) They are genuinely concerned with our work environment.



Openness, fairness, intelligence, caring attitude

- Academic Affairs



Willing to listen and hard workers

- Business Operations



Their commitment and enthusiasm

- Academic Affairs



Dedication to making CSU a great institution to attend and work for

- Business Operations



Their knowledge

- Student Affairs



Their hard work

- Business Operations

What impresses you most about senior managers at Clayton State University? (continued)



Creativity
- Business Operations



Our president is especially responsive and connected to students, faculty and staff. He is approachable, thoughtful and absolutely on target in his leadership. He has made significant positive changes since coming and all indications are that he will continue to do so.

The VP of Student Affairs is invested in making this division stellar. He promotes professional development and is always supportive of staff members initiatives, guiding and encouraging as appropriate and encouraging and rewarding us for our efforts. He is an excellent leader.

- Student Affairs



attitude and cooperativeness
- Student Affairs



OPENNESS
- Academic Affairs

What is happening at Clayton State University that senior managers do not understand?



Sometimes, it seems that senior management is out of touch with the students who attend the University, what they need, and how to move them in the right direction.

- Student Affairs



The frustration with the faculty and staff on pay and benefits.

- Academic Affairs



There seems to be a lack of communication across the board.

- Academic Affairs



The desire faculty have for more tenure-track lines.

- Academic Affairs



Pay is not equivalent to same position in this area.

- Academic Affairs



The way some of the staff members really are.

- Academic Affairs



CSU has dedicated and loyal people who work hard everyday that are continuously overlooked.

- Academic Affairs



The frustrations listed above!

- Academic Affairs



Other schools pay more money.

- Academic Affairs

*What is happening at Clayton State University that senior managers do not understand?
(continued)*



I work in a rather isolated area from the rest of campus, as far as office gossip is concerned. There is some disgruntle among those who daily work with underperforming students.



The students expect more, not just in buildings and facilities but in services, hours of operation, availability of staff. The 9-5 office hours cannot be applied unilaterally any longer.

- Academic Affairs



The "type" of student body that is entering the college and the basic needs that they are lacking.

- Academic Affairs



I work closely with the student-athlete's on a daily basis from academic, to social, to medical issues. I feel that senior management is sometimes out of touch with how the student-athlete's feel and what they are experiencing.

- Student Affairs



Doesn't understand exactly what you do, but will listen to others without giving you a chance to prove or explain what's going on.

- Business Operations



I think before decisions are made there needs to be a long term affect and short term affect put forward in order to see the big picture.

- Student Affairs



They need to come out of their offices and work for a day on the front lines to see what other employees have to deal with on a day to day basis.

- Academic Affairs

*What is happening at Clayton State University that senior managers do not understand?
(continued)*



The faculty are increasingly feeling like our responsibilities are rising without any recognition of the cost in terms of faculty morale and success.

- Academic Affairs



I believe that there can be breakdown in communication from the top down. Often Senior management doesn't include the individuals who work with students on a day to day basis on decisions that directly impact their job duties. I don't think Senior management taps into the input of the Staff.

- Student Affairs



The college of health has clinical courses that take 12-16 hours per week for faculty, which significantly impacts time for scholarship. This needs to be taken into consideration for promotion and tenure decisions. No other college has clinicals like this.

- Academic Affairs



Diversity in educational curriculum and new technology needed for training students

- Academic Affairs



Population of students

- Academic Affairs



Need to do things differently from other colleges and universities, not to follow the same format and way of doing things



1. There is very little collaboration. 2. Processes and procedures are not as advanced as at other institutions. 3. We have a two-year college mentality.

- Academic Affairs

*What is happening at Clayton State University that senior managers do not understand?
(continued)*



we are being asked to do more with fewer people in the workforce and often times things slip through the cracks; I also believe that fewer senior vice presidents and more faculty and staff members to do the actual work would increase productivity.

- Business Operations



I am not sure how high up the organizational structure this definition of senior managers is, but there seems to be a lot of overall morale issues. There also seems to be a lot of old ideas that seem to come from senior managers that do not reflect current industry trends. I think this will hurt the schools ability to properly prepare students for the job market.

One major issue I've seen is there is not a yearly review of managers from their employees. This I think has led to some managers and senior managers that do not provide the tools and environment needed for their employees, but it remains unseen to their managers.

- Information Technology



a) some dissatisfaction by students who miss a computer lab. Any student who hasn't brought his/her laptop, or who has a non-functioning laptop, has no options to edit, create, or use different software for their academic work while on campus. b) Also, when will Mac computers be compatible with our network printing? c) Expectations from us to meet a substantial number of challenging goals to meet SACS standards, but never a discussion of salary increases or additional staffing to help with the increased time commitment. The expectations/goals are legitimate, but we worry how we will be able to do all of it well.

- Academic Affairs

*What is happening at Clayton State University that senior managers do not understand?
(continued)*



the things that they see as the smaller picture get ignored in hopes to achieve bigger goals.

- Academic Affairs



initiatives for positive growth taking place at the department levels

- Academic Affairs



the difference between solid teaching and ""proper"" credentials

- Information Technology

How could Clayton State University help you do things more efficiently and better?



Fire ineffective administrators and replace with talented people looking for a job. Directly asking this question themselves.

- Academic Affairs



More money to ease frustration and morale problems.

- Academic Affairs



Communication! Communication! from top to bottom and left to right!

- Academic Affairs



Convert to a calendar compatible with other systems. Eliminate absurd committee work and presence time. Provide the B-College with the resources it needs.

- Academic Affairs



Remove ineffective employees.

- Academic Affairs



Technology is the key to competing in this fast pace world and CSU is growing steady in this area.

- Student Affairs



More faculty and staff.



Give pay raises.

- Student Affairs

How could Clayton State University help you do things more efficiently and better? (continued)



Be consistent, set a policy and stick to it, and acknowledge that staff are just as important as faculty.

- Academic Affairs



Have contacts within each department that will actually return e-mails and phone calls and can effectively answer questions.



In recent years we've added whole layers of positions in the non-teaching departments - sucks up vital resources that need to be used in the actual delivery of teaching and learning.

- Academic Affairs



Be connected to public transportation system; have a fleet of vehicles for staff, employee, and student use, have a "real" library, updated technology, more and comfortable classrooms.



Allow more autonomy for Departments and Divisions to move forward with plans to implement projects once approval is obtained and as long as institutional guidelines are followed. It seems like we get bogged down in red tape so much that it takes months & months to get projects started / completed. I also think that we spend more money than needed to get some projects completed which I perceive as "wasteful" spending.

- Student Affairs



Payroll process is cumbersome and slow. Turn around to get reimbursed for travel is slow. Faculty senate should meet once a month not twice. Too many meetings at Dept and university level prevent getting work. University needs license for spas and end note. No support person to help faculty with research. Irb needs a permanent support person assigned to it.

How could Clayton State University help you do things more efficiently and better? (continued)



It could find ways to reduce the demands on faculty, particularly in regards to any time a new requirement is added, older requirements need to be reduced to equal out. As it is now, I am constantly forced to decide where I will do focus my efforts, and this often is on things that are less important to me and my students, meaning that my teaching suffers.

- Academic Affairs



Although probably impossible, it would be nice to stop having to file so much paperwork. I understand the need for checks-and-balances, but I believe many hours of a faculty members workweek are devoted to filing paperwork that in the long run is relatively meaningless.



Clayton State could encourage collaboration, open communication and the expression of new ideas for efficiency across departments and divisions. In addition, it would be beneficial to include relevant parties in discussions about policies and procedures that most affect them.

- Student Affairs



Be more collaborative on technology, don't simply focus on one departments needs for technology, but rather focus on how the entire university interacts with each and provide technology that will incorporate the university as a whole, rather than patch work software for each department.

- Academic Affairs



Provide more support, monetarily and with personnel

- Academic Affairs



Have a clear picture of our day to day operations

- Academic Affairs

How could Clayton State University help you do things more efficiently and better? (continued)



Additional position
- Academic Affairs



Have a more supportive HR director
- Student Affairs



"Efficiency" is the enemy. Like "productivity," it actually means pushing us to produce mediocre work in order to fill the spreadsheets and resumes of administrators.
- Academic Affairs



increase pay so I wouldn't have to have supplemental income
- Academic Affairs



provide resources necessary to work more efficiently - work force and otherwise; staff might feel better supported if we saw some efforts stressed in our direction at least sometimes.



reduce bureaucratic processes
- Information Technology



greater schedule flexibility
- Academic Affairs



well defined job description
- Academic Affairs

